

# CUSTOMER COMPLAINT RECORD

1. Date of Complaint:	2. Time of Complaint:	3. Complainant Name:	4. Org. Code:
5. Nature of Complaint:			
6. Contract Number and Contract Reference (PWS):			
7. Validation Information (Example: PWS requires service in 15 minutes or less; found that it took 30 minutes):			
8. Date Contractor Informed of Complaint:		9. Time Contractor Informed of Complaint:	
10. Action Taken by Contractor:			
11. Sub-QAE/Technical Monitor Name (if applicable):			Date:
12. COTR/Quality Assurance Evaluator Validation Signature:			Date: